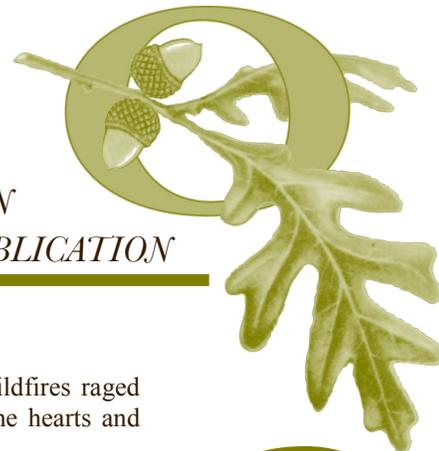


MARCH TWO THOUSAND SEVENTEEN  
A TREE TOPS RESORT HOMEOWNERS PUBLICATION



**RESORT MANAGER'S UPDATE**

Smokies Strong! It is the anthem that rings through our community after the devastating wildfires raged through parts of Sevier County on November 28, 2016. That night will forever remain in the hearts and minds of those affected.

The days following the fire were filled with emotion...sadness, fear, concern, exhaustion, and thankfulness. There were so many unanswered questions, so much to process, and all we could do was wait. This firestorm had knocked our community to its knees but we would not let it beat us. I'll never be able to put into words the overwhelming response of love and concern from so many people. People came in from everywhere to help those in need. I was reminded that there is still good in this world.

The day after the fire, we pulled ourselves together and went into action. A small team of employees was put together and worked from our corporate office in Sevierville, answering hundreds of calls from our concerned owners and focusing on the enormous task of determining where to begin. As plans were formed and put into action, the staff began returning to the resort to help as needed.

We determined a re-open date of March 17<sup>th</sup> and frantically pushed through all the obstacles to make that deadline happen. And there were many obstacles to overcome. We had to restore power, water, phone services, cable services, elevator service, and the list went on and on. Each day brought forth its own new set of circumstances. If it could go wrong, it did. Although it was a lengthy and grueling process, one by one, we conquered each quest. I am so thankful to our staff that worked diligently and beat the odds by allowing us to officially re-open our doors on March 1<sup>st</sup>! We were ecstatic to welcome our first owners back to the resort on March 3<sup>rd</sup>.

With all the tragedy and loss we have experienced, we have still managed to accomplish some of our projects that were planned for 2017. Refurbishment projects completed thus far for 2017 include:

- Sofa, love seats and recliners in building 4 were replaced
  - The walkway facades on buildings 4, 7, 8, and 9 were repaired
- Mattresses in buildings 7 and 8 were replaced

Over the last few months, the staff has had the pleasure of speaking to so many of you. We have enjoyed hearing your stories and are so proud to have you in our Tree Tops family. We look forward to creating more memories together in the years to come! "Like a Phoenix we will rise from the ashes", and rise we shall!

We are rebuilding, strong as ever, surrounded with love. #SmokiesStrong

Karrie Newsome

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**CONTACT INFORMATION**

**Front Desk / Check-in Office**

Phone: 865.436.6559  
Fax: 865.436.6196  
Email:  
tffrontdesk@treemontresorts.com

**Rentals**

Phone: 865.436.6559

**Flex Week Reservations**

Phone: 865.430.4237  
Email:  
ttrreservations@treemontresorts.com

**Karrie Newsome,  
General Manager**

Phone: 865.436.6559  
Email:  
knewsome@treemontresorts.com

**Activities**

Phone: 865.436.6559  
Fax: 865.286.2198  
Email:  
treetopsactivities@hotmail.com

**RCI Weeks:** 800.338.7777

**RCI Points:** 877.968.7476

**II:** 800.828.8200

**Administrative Offices**  
Maintenance Fees, Deeding, and  
Ownership Changes

Phone: 865.428.6039 x14, x15 or x16  
Fax: 865.428.8930  
Email:  
brapp@treemontresorts.com



290 Sherman Clabo Rd  
Gatlinburg, TN 37738

### ***Activities Department Update***

WE ARE OPEN FOR BUSINESS! That's the message all of us here in Gatlinburg want you to know! From our vibrant downtown to our quaint arts and crafts community, we are open for business! Here at the resort, we are looking forward to a season full of making new memories and reminiscing on old ones!

This season Dollywood continues to wow with the addition of 2 new rides! Drop Line is a 200-foot tall free-fall experience that towers over Timber Canyon and provides an incredible view of the park before its exhilarating finish. The drop tower ride lifts Dollywood guests nearly 20 stories above the Canyon's pool, before plummeting them back to the ground in a thrilling rush. Whistle Punk Chaser, a new junior coaster, throws thrilling twists and turns at Dollywood's younger loggers. Both new rides are slated for Summer 2017!

Dollywood's Splash Country gets an upgrade this year as well! This summer you can experience the wet and wild twists, turns and thrills of TailSpin Racer! From its unique spiraling, high-speed AquaTubes to its splashdown finish, it's an all-out race to see who can get to the end first! As always, we will have your best deal on tickets to Dollywood and Splash Country with no long lines in which to wait!

For those of you true crime lovers in the crowd, make sure to check out the new Alcatraz East crime museum located in Pigeon Forge. Explore American history from a different perspective. There are over 100 interactive exhibits and a crime scene investigation (CSI) gallery that makes this family friendly attraction a can't miss!

For those days that you don't want to leave the resort, we will have plenty fun filled activities for the entire family! Be sure to stop by and let us help you make your vacation one to remember!

We look forward to seeing you all very soon!

Jessica Newsome  
Activities Director

#### TREE TOPS RESORT CONDOMINIUM ASSOCIATION, INC. Annual Homeowners' Meeting Minutes November 9, 2016

The annual meeting of the Tree Tops Resort Condominium Association was called to order at 10:03 a.m., November 9, 2016 by H. Charles Anderson, President.

Mr. Anderson acknowledged the presence of Board Members Gordon Anderson, Jerry Bradford, Curtis Burnette, George Doyle, Charles Pigg, and Barbara Storer. He then acknowledged Tree Tops Resort staff. They were Karrie Newsome, Resort Manager; Anne Turner, Front Desk Manager; Tony Hawks, Maintenance Manager; Jessica Newsome, Activities Director; Penny LaLone, Activities Coordinator; and Tree Tops administrative staff members Brenda Rapp, Maintenance Fee Collections/Deeds Administration; Camille Susak, Maintenance Fee Collections/Purchasing Agent; Donna Berrier, Payroll and Accounts Payable; Nellie Thomas, Chief Operating Officer; Greg Logue, Attorney for the resort.

Copies of the minutes for the 2015 Homeowners Meeting were distributed to those present who may not have received a copy earlier this year. A motion was made and seconded to approve these minutes as presented. The motion carried.

Mr. Anderson then asked George Doyle to present the Treasurer's Report. Mr. Doyle reported that the Operating Account beginning balance on January 1, 2016 was \$415,959. Estimated revenues for 2016 are \$4,567,070 and expenses are \$4,310,704. The Board approved a transfer of \$250,000 from the Operating Account to the Replacement Fund which will leave a projected fund balance of \$422,325 as of December 31, 2016. Budgeted revenues for 2017 are \$4,620,220 and budgeted expenses are \$4,631,044 leaving a projected fund balance of \$411,501 as of December 31, 2017.

The Replacement Fund's beginning balance as of January 1, 2016 was \$1,599,465. Projected revenues for 2016 are \$451,128 and projected expenditures are \$556,610. With the transfer of \$250,000 from the Operating Account, the projected ending fund balance on December 31, 2016 is \$1,743,983. Projected revenues for 2017 are \$590,834 and budgeted expenditures are \$565,000 leaving a projected ending fund balance of \$1,769,817 on December 31, 2017. Mr. Doyle stated that this was a break-even budget and the resort was in excellent financial shape so he saw no need for any kind of special assessments.

Mr. Anderson asked for a motion to approve the Treasurer's Report. The motion was made and seconded. The motion carried.

Karrie Newsome presented the 2016 Resort Refurbishment Report. She stated that Building 9 received a complete refurbishment which included new window treatments and duvets, living room, dining room and bedroom furniture, artwork, vanity lighting and countertops, Jacuzzi tubs and surrounds and mattresses. Flat screen TV's were also mounted in the living rooms and master bedrooms. Other projects which were completed included refurbishment of the indoor pool, the addition of an indoor hot tub, repair of walkway facades, exterior painting of Building 2 and replacement of balcony furniture in Buildings 8 and 9. A fire pit was also added at Building 4 and the WIFI system was upgraded.

Ms. Newsome then presented the 2017 Proposed Refurbishment Report. She stated that 53 units will receive new sofas, love seats and recliners, Buildings 7, 8 and 1 will receive new mattresses, the carpet will be replaced in Building 9 and patio furniture will continue to be replaced throughout the resort. Chimney Caps will be replaced at the Tree Lofts and decks and walkways will be repaired as well. A discussion followed about the bridge repair between Buildings 2 and 3.

Mrs. Nellie Thomas then presented the 2017 budget. She expressed her gratitude to the Board and complimented the resort and administrative staff for the job they did this past year. Mrs. Thomas then announced that the Board was proposing a \$5.00 increase in maintenance fees for 2017. She stated that she anticipates a ten percent increase in employee health insurance premiums, but would not know for sure until she received all quotes from insurance companies.

Mr. Anderson then reported that the next item on the agenda was for the good of the order. A discussion followed regarding flex reservations. Mrs. Thomas stated that all suggestions will be taken under advisement by the Board.

Mr. Anderson then called for any nominations from the floor for Board Members. There were none. The ballots were then collected and tabulated, and Mr. Anderson announced that the budget was approved by 96 percent. The current members of the Board of Directors were all re-elected for a term of one year. The percentage totals for the 2017 budget and the Board of Directors consisted of proxy votes, as well as votes by homeowners who were present.

There being no further business, the meeting adjourned at 11:13 a.m.

Respectfully submitted,

George F. Doyle  
Secretary/Treasurer



## RESORT POLICY REMINDERS

**Flex Week Reservations-** If you are a flex owner, had a 2017 week reserved, and did not pay your 2017 maintenance fee in full by February 1, 2017, your reservation has been cancelled. Once you have paid your dues in full, you will be permitted to re-schedule your flex week, subject to inventory availability.

**Prepaying Maintenance Fees-** At any time during the year, you may prepay your maintenance fee in full or by making monthly payments for any amount you wish. You may pay at the current year's assessment and, if there is an increase, you will be billed for the difference in December. Please make your check payable to Tree Tops Resort Condominium Association and note your contract number and the year you are prepaying on your check. Mail your check to the Maintenance Fee Department at Tree Tops Resort Administrative Offices, P. O. Box 4960, Sevierville TN 37864-4960.

**Credit Cards-** We accept Visa, Mastercard and Discover. Please note that you will be assessed a \$5.00 convenience fee for each unit/week when paying your maintenance fee by telephone or mail with a credit card. If your credit card is declined three times, you will be assessed an additional \$25.00 service fee.

**Returned Checks-** You will be assessed a \$25.00 return check fee if your check is returned to us for any reason.

**Exchanging Your Week / RCI Points-** If you are depositing your week with an exchange company or borrowing RCI Points, you are required to pay the maintenance fee in advance for the year you are exchanging or borrowing.

**Parking-** There is a two vehicle per unit limit. In order for all guests to have adequate parking, we are unable to accommodate campers, RV's, or trailers. The resort has very limited parking and must enforce this policy.

**Smoking-** All units at the resort are smoke free. Smoking is only permitted outdoors and in open air common areas. Violators will be fined \$200.

**Check-in-** All owners, owner guests, and exchanges will be required to show ID upon arrival at the resort. If you are sending a guest to use your unit, we require written notice from the owner(s). If you are unable to provide written notice prior to check-in, please send the reservation confirmation with your guest with the necessary information filled out.

**No Pets Allowed-** No pets are allowed on premises or in units. Violators will be fined \$500 and required to remove the pet from the premises.

**Maximum Occupancy-** Six persons for a two bedroom and four persons for a one bedroom, regardless of age.

**Reservation Fees-** All rental reservations require a seven day cancellation notice in order to receive a refund. There is a \$15.00 charge for cancelling or changing a rental reservation. Changes to flex week reservations require a \$25.00 change fee.

**Vacation Calendars-** Just a reminder to always verify your arrival dates with a vacation calendar, as arrival dates change from year to year. If you need a calendar, you may print one from our website, [www.treemontresorts.com](http://www.treemontresorts.com). You will find the calendar link on the "Owner Information" page. You may also contact the Reservation or Check-in Office and request that one be mailed to you.

**Early Arrivals-** If you will be having a guest arrive before you to check into your unit, please call the registration office and give them your guest's name. In order to protect our owners, we will not allow any unauthorized guest to check into your unit. If we already have your guest's name, this will make the check in process a better experience for everyone.

**Owner Guests-** When sending multiple guests to use your unit, please mark on your confirmation if the unit needs to be cleaned between visits and which party is responsible for paying the cleaning fee. If you do not wish to have the unit cleaned between occupants, please note this on your confirmation as well.

**Rental Agreements-** When submitting a rental agreement, all parties on the deed or contract must sign the rental agreement. Your unit will not be placed on the rental program without all signatures. Please allow us time to receive the rental agreement and then call to verify that we did receive it and that all information is correct. Rental Agreements can be printed from our website, [www.treemontresorts.com](http://www.treemontresorts.com)

**We hope these reminders will help you to help us maintain Tree Tops Resort as a special vacation destination.**

## CONTACT INFORMATION & OWNERSHIP CHANGES

It is the obligation of each owner to maintain current contact information with Tree Tops Resort. Tree Tops Resort will mail any required communication to the name(s) and address on file and will assume that the information is current.

An owner may submit a change of address to Tree Tops Resort by mailing the new information to the Administrative Offices at PO Box 4960, Sevierville, TN 37864, sending via fax to 865.428.8930 or calling 865.428.6039, extension 15 or 16.

If an owner sells or transfers ownership, that owner is required to send the following to the Administrative Offices: copy of a recorded deed in the new owner(s) name, address and telephone number of the new owner(s), a statement indicating the first year of occupancy for the new owner(s), and a \$75 transfer fee made payable to Tree Tops Resort. If the owner is an RCI Points member, the owner is required to also cancel the membership or transfer the membership to the new owner. An owner may contact RCI at 877.968.7476 for the required paperwork.

Annual maintenance fee invoices are mailed to all owners in late November. If the maintenance fee invoice is returned by the post office because the owner has moved and not notified Tree Tops Resort, a rebilling fee of \$5.00 will be assessed to the owner's account.

## INTERNAL TRADES

**You may now advertise your internal trade online, year-round. Just contact your reservationist with your trade request and we'll upload your ad on our website: [www.treemontresorts.com](http://www.treemontresorts.com).**

You may request an internal trade by sending in writing your confirmed unit/week, the desired unit/week, and contact information to Tree Tops Resort, 290 Sherman Clabo Rd, Gatlinburg, TN 37738. If you should secure an internal trade, please notify the resort.

NAME	UN/WK HAS	WK WANTS	YEAR	PHONE
Baily, Thomas	2 BR/WK 45	WK 26	'17	336.940.5430
Green, Thomas	2 BR/WK 24	WK 18-21,35-39	'17	859.466.5982
Games, Robert	1 BR/WK 43	WK 32	'17	304.372.8398

# VACATION CALENDAR

## 2017

WEEK	FRI	SAT	SUN	WEEK	FRI	SAT	SUN	WEEK	FRI	SAT	SUN
14	04/07/17	04/08/17	04/09/17	27	07/07/17	07/08/17	07/09/17	44	11/03/17	11/04/17	11/05/17
15	04/14/17	04/15/17	04/16/17	28	07/14/17	07/15/17	07/16/17	45	11/10/17	11/11/17	11/12/17
16	04/21/17	04/22/17	04/23/17	29	07/21/17	07/22/17	07/23/17	46	11/17/17	11/18/17	11/19/17
17	04/28/17	04/29/17	04/30/17	30	07/28/17	07/29/17	07/30/17	47	11/24/17	11/25/17	11/26/17
18	05/05/17	05/06/17	05/07/17	31	08/04/17	08/05/17	08/06/17	48	12/01/17	12/02/17	12/03/17
19	05/12/17	05/13/17	05/14/17	32	08/11/17	08/12/17	08/13/17	49	12/08/17	12/09/17	12/10/17
20	05/19/17	05/20/17	05/21/17	33	08/18/17	08/19/17	08/20/17	50	12/15/17	12/16/17	12/17/17
21	05/26/17	05/27/17	05/28/17	34	08/25/17	08/26/17	08/27/17	51	12/22/17	12/23/17	12/24/17
22	06/02/17	06/03/17	06/04/17	35	09/01/17	09/02/17	09/03/17	52	12/29/17	12/30/17	12/31/17
23	06/09/17	06/10/17	06/11/17	36	09/08/17	09/09/17	09/10/17	<u>2018</u>			
24	06/16/17	06/17/17	06/18/17	37	09/15/17	09/16/17	09/17/17	1	01/05/18	01/06/18	01/07/18
25	06/23/17	06/24/17	06/25/17	38	09/22/17	09/23/17	09/24/17	2	01/12/18	01/13/18	01/14/18
26	06/30/17	07/01/17	07/02/17	39	09/29/17	09/30/17	10/01/17	3	01/19/18	01/20/18	01/21/18
<b>Brown</b> indicates Flex Weeks (1-21, 36-39, 44-52)				40	10/06/17	10/07/17	10/08/17	4	01/26/18	01/27/18	01/28/18
				41	10/13/17	10/14/17	10/15/17	5	02/02/18	02/03/18	02/04/18
				42	10/20/17	10/21/17	10/22/17	6	02/09/18	02/10/18	02/11/18
<b>Yellow</b> indicates Fixed Weeks (22-35, 40-43)				43	10/27/17	10/28/17	10/29/17	7	02/16/18	02/17/18	02/18/18

PRSRT STD  
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 PO BOX 4960  
 SEVIERVILLE TN 37864-4960  
 0964-4960

